



Duplicate #5 *1/16/04*
a.j.
1/16/04

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Travis Parry

Serial No.: 09/800,854

Filed: March 7, 2001

Group Art Unit: 2643

Examiner: Eng, George

Docket No. 10003552-1

For: System for Providing Customer Support

SECOND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

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JAN 13 2004

Technology Center 2600

Sir:

The Office Action mailed October 8, 2003 (Paper No. 4) has been carefully considered. In response thereto, please enter the following amendments and consider the following remarks.

AUTHORIZATION TO DEBIT ACCOUNT

It is not believed that extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. § 1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to deposit account no. 08-2025.